

LEADING IN A NEW NORMAL

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Critical Change

- Pinpoint one critical change you need to lead this next year.

THREE PHASES

1. Ending

"Before you begin something new, you have to end what used to be." (pg. 23)

Role of a Leader: Communicate often and openly

2. Neutral Zone: The Messy Middle

"This is a time when everything is in flux. Things are up in the air. Nothing is a given anymore, and anything could happen." (pg. 40)

Role of a Leader: Connect and engage your team

3. New Beginnings

"The beginning will take place only after people have come through the wilderness and are ready to make the emotional commitment to do things the new way and see themselves as a new people." (pg. 58)

Role of a Leader: Memorialize key junctures along the way

Debrief

We will send you into breakout groups of threes. Draw from the following questions to guide your debrief discussion.

- What are you learning about leading transitions?
- Were there any aha moments for you?
- Which phase plays to your strengths?
- Which phase is the most challenging?